

What is claimed is:

1. A delivery module for a business driven learning solution for managing the learning and training needs of an organization in a manner that is responsive to dynamic business needs, said
5 module comprising sub-modules of interrelated and interdependent business processes, including:

a delivery planning sub-module containing related processes to manage, coordinate and schedule training activities based on input from other modules of said organization's learning solution;

10 a delivery execution sub-module containing related processes to prepare and execute said training activities; and

a delivery wrap-up sub-module containing related processes for performing the necessary follow-up services after said training activities are delivered.

15 2. The delivery module according to claim 1, further comprising a delivery operations sub-module containing related processes to facilitate administrative services across the entire delivery module.

3. The delivery module according to claim 2, wherein said business processes in said
20 delivery operations sub-module are comprised of processes selected from the group consisting of process improvement, financial management, resource management, facilities management, marketing, performance analysis, delivery support plan maintenance, instructor certification, vendor/supplier management, remote learning services, proposals/projects, translation and localization, archive courses, and business partners programs .

25 4. The delivery module according to claim 1, wherein said business processes in said delivery planning sub-module are comprised of a plan for new solutions process, a forecasting demand (sessions) process, a scheduling process, a registration and confirmation process, a development of a delivery support plan process, a knowledge transfer process, and an operational
30 review process.

5. The delivery module according to claim 1, wherein said business processes in said delivery execution sub-module are comprised of a field trial process, a train the trainer process, a prepare to teach process, a sending out of session materials process, a delivery of sessions process (e.g., instructor lead training, virtual instructor lead training, and Web-based), and a session set-up and breakdown processes.

6. The delivery module according to claim 1, wherein said business processes in said delivery wrap-up sub-module are comprised of a close sessions process and a quality control process.

7. The delivery module according to claim 1, wherein means of executing said training activities is selected from the group consisting of instructor led training, virtual classroom training, self-paced training delivered via computer, and a blend of e-learning and live instructor lead training.

8. The delivery module according to claim 1, wherein training user data is captured to effectively forecast present or anticipated demand of an organization's learning resources.

9. The delivery module according to claim 8, wherein said user data is selected from the group consisting of course content, learning media type, student demand, instructors, facilities, equipment use, and any combination thereof.

10. The delivery module according to claim 1, wherein said delivery planning sub-module includes use of a regional and global scheduling tool to manage information including instructor names, course locations, method of course delivery, and materials and equipment used to teach the course.

11. The delivery module according to claim 6, wherein predefined metrics selected from the group consisting of Kirkpatrick's Levels 1, 2 and 3 assessments are measured and reported.

12 The delivery module according to claim 5, wherein trainers receive instruction and field
test, subject matter knowledge, presentation competency, and effective use of delivery
mechanisms prior to delivering training.

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13. The delivery module according to claim 1, wherein said module accepts course content
materials from a development module via a network of electronic learning platforms.

14. The delivery module according to claim 1, wherein learning delivery services are
10 implemented by an independent business entity that is acting according to a service level
agreement with an organization in need of learning delivery outsourcing, said service level
agreement establishing requisite quality and effectiveness levels of said learning delivery services
as measured by one or more pre-selected performance metrics.

15 15. A method for delivering to members of an organization learning services that are
responsive to an organization's dynamic business needs, said method comprising the steps of:

managing training delivery based on business strategy provided from other modules of
said organization's learning solution;

20 collecting training user data to effectively forecast demand of an organization's learning
resources;

scheduling said organization's training delivery schedule in order to allow said
organization to optimize use of equipment, facilities, and human resources;

preparing said training activities based on the course content provided from other
modules of said organization's learning solution;

25 executing said training activities; and

performing the necessary follow-up services after said training activities are delivered.

16. The method of claim 15, wherein said step of collecting training user data includes
collection of course content, learning media type, student demand, instructors, facilities, and
30 equipment use.

17. The method of claim 15, wherein said step of scheduling training further comprises use of a global, vice regional, scheduling tool.

5 18. The method of claim 15, wherein said step of preparing said training activities further comprises providing trainers with instruction in the training subject matter, instruction in presentation delivery, and instruction in effective use of delivery mediums.

10 19. The method of claim 15, wherein said step of executing said training activities is accomplished by instructor led training, virtual classroom training, self-paced training delivered via computer, or a blend of e-learning and live instructor lead training.